

STUDENT AND VOLUNTEER POLICY

Dalas Family Day Care Service values the participation of students and volunteers. Having students and voluntary workers within the Service helps to inform the community about our program and the value of the work we do. Students and voluntary workers are welcome at the Family Day Care Service; however, the children's care and safety are our first priority.

NATIONAL QUALITY STANDARDS (NQS)

QUALITY AREA 7: GOVERNANCE		
7.1	Governance	Governance supports the operation of a quality service.
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.2	Educational leadership	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
7.2.3	Development of professionals	Educators, co-ordinations and staff members' performance is regularly evaluated and individual plans are in place to support learning and development.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

120	Educators who are under the age of 18 to be supervised
145	Staff Records
149	Volunteers and Students
165	Record of visitors
166	Children not to be alone with visitors
168	Policies and Procedures
169	Additional policies and procedures- family day care service
170	Policies and procedures to be followed
172	Notification of change to policies or procedures

Victorian Child Safe Standards	
Standard 1	Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued
Standard 2	Child safety and wellbeing is embedded in organisational leadership, governance and culture
Standard 3	Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously
Standard 4	Families and communities are informed, and involved in promoting child safety and wellbeing
Standard 5	Equity is upheld and diverse needs respected in policy and practice
Standard 6	People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
Standard 7	Processes for complaints and concerns are child focused
Standard 8	Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
Standard 9	Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
Standard 10	Implementation of the Child Safe Standards is regularly reviewed and improved
Standard 11	Implementation of the Child Safe Standards is regularly reviewed and improved

RELATED POLICIES

Code of Conduct Policy Child Protection Policy Child Safe Environment Policy Grievance Policy Staffing Arrangements Policy Privacy and Confidentiality Policy Family Communication Policy	Interactions with Children, Families and Staff Policy Work, Health and Safety Policy Bullying, Discrimination and Harassment policy Respect for Children Policy Supervision Policy
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PURPOSE

Our Family Day Care Service supports participation of work placement students (including work experience students) and volunteers wanting to develop professional skills and knowledge in their effort to become Early Childhood Professionals. We aim to build relationships with community members, providing appropriate learning opportunities for students and volunteers to contribute to our program. To ensure a professional and pleasurable learning experience, students and volunteers will be encouraged to participate in the daily routine and assist in accordance with their qualification

level to work with children under the National Quality Framework requirements.

SCOPE

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants, children, families, and visitors of the Family student volunteers and visitors of the family Day Care Service.

IMPLEMENTATION

We have a strong commitment to provide a range of opportunities for family members, volunteers and students to participate in programs and activities while adhering to clear guidelines regarding appropriate interactions and communication with staff, and other adults and children at the Family Day Care Service.

“In genuine partnerships families and educators’ value each other’s knowledge and roles, communicate freely and respectfully and engage in shared decision making” (Early Years Learning Framework, 2009).

The Approved Provider/Coordinator will:

- ensure the student or volunteer completes a *Student and Volunteer Application Form* prior to commencement of work placement
- provide the student/volunteer with a Student and Volunteer Handbook
- advise the student or volunteer to take a poster with a photo introducing themselves and outlining the reason for their placement to display in the home of their designated FDC Educator.
- ensure students or volunteers are never left alone with children or included in the ratio of adult to children
- ensure students are aware that they must not discuss concerns, issues or complaints with parents, guardians and/or visitors
- introduce the student or volunteer to the educator
- assist the student or volunteer to complete the *Educator Acknowledgement Checklist* (see *Appendix 1*)
- show the student or volunteer where they can access the Family Day Care Service policies
- ensure the student has signed a confidentiality agreement prior to commencing their placement

- liaise with learning institutions and accept suitable student placements under the institution's supervision
- assist learning institutions to place suitable students with individual educators
- ensure the student's/volunteer's paperwork and insurances are current.

Family Day Care Educators will:

- conduct an orientation for the student or volunteer including taking the student or volunteer on a tour of the Family Day Care residence/venue, showing emergency exits, and facilities
- negotiate with the student or volunteer the times/hours to be worked, and dates of the placement
- ensure students or volunteers bring in a poster with a photo introducing themselves and outlining the reason for their placement and details of their place of study/organisation/school
- inform families, children, and educator assistants when work placement students and/or volunteers are present at the FDC residence/venue, including their role and hours they will be attending
- discuss any relevant important information about specific children to the student or volunteer (i.e., court orders, additional needs, dietary needs) so that the student or volunteer is aware of potential issues
- maintain open communication with students and volunteers along with their practicum teachers about their performance
- support all student's and volunteer's practicum requirements to the best of their ability during the placement
- share appropriate skills and knowledge with each student and volunteer as reasonably practicable
- be aware of student and volunteer expectations
- have the time and proficiencies to support each student and volunteer in their placement as reasonably practicable
- encourage students and volunteers to seek help and advice as required
- be a positive role model, showing appropriate behaviour and conduct themselves in a professional manner
- guide the student or volunteer throughout the day
- make the student or volunteer feel welcome
- discuss the progress of written work and performance with the student or volunteer
- discuss any concerns raised by the student with the student's supervisor

- ensure students or volunteers are directly supervised at all times during children's nappy change times
- encourage students to use their initiative
- ensure the student or volunteer remains up to date with their assessments/tasks to be completed
- never leave the student or volunteer alone with a child or children
- provide honest and accurate feedback to the student's training institution supervisor as required
- ensure the student/volunteers signs the visitor register upon arrival and departure from the FDC residence/venue

Work Experience Students and Volunteers will:

- complete the *Student and Volunteer Application Form* prior to the commencement of work placement
- develop the skills and knowledge needed to care for and educate children
- learn about the importance of working as part of a team in the Early Childhood Profession- working with educator, coordinator and other FDC educators during playgroups etc.
- learn and accommodate the expectations of the qualified educator/educator assistant
- inform their FDC educator and coordinator/nominated supervisor in writing of what will be expected of them by their training body, University or School, or any other training organisation, and provide time sheets and evaluation forms.
- keep up to date with all written work requirements
- work a variety of shifts to gain knowledge of different aspects of FDC operations
- bring in a poster introducing themselves that will include:
 - Name
 - Photo
 - Course they are studying
 - RTO/university/school they are studying with
 - Dates and times, they will be at the FDC Residence
 - The focus of their study
- discuss any problems the student may be experiencing with the educator
- adhere to all FDC Service policies and procedures
- never remove a child from direct FDC educator supervision.

- provide immunisation status (including COVID-19 vaccination or a medical contraindication certificate if required. Please check your state/territory requirements)
participate in the induction process and assist to complete the *Student and Volunteer Induction Checklist*

Probity Checks

- All students will supply identity details to the Approved Provider /Nominated Supervisor
- All students will hold a current Working with Children Check prior to commencing their placement
- All students will have a meeting with the Nominated Supervisor/approved provider to receive information regarding the following Family Day Care Service policies:
 - Child Protection
 - Privacy and Confidentiality
 - Grievance
 - Work, Health and Safety
 - Code of Conduct
 - Child Safe Environment
 - Dealing with Complaints
 - Photograph
 - Social Media
 - Social Media

Students at risk:

If educators feel that the student is at risk of failing their practicum, the following steps will be taken:

1. the FDC educator will alert the Approved Provider /Nominated Supervisor of any concerns with the student
2. the FDC educator and Approved Provider /Nominated Supervisor will discuss concerns with the student
3. the FDC educator or Nominated Supervisor/Approved Provider will arrange for the student's training institution teacher to visit the FDC residence and discuss concerns that have ascended
4. the student's educational institution and Nominated Supervisor will govern the outcome of the practicum.

Use of Digital Devices

- Students and volunteers engaged with our Family Day Care (FDC) Service must comply with the same high standards of child safety, privacy, and confidentiality as educators and staff.
- Students and volunteers are strictly prohibited from using personal mobile phones or any personal electronic devices to take photos, record audio, or capture videos of children at the FDC Service.
- Any images or videos of children may only be taken with the explicit written authorisation of parents/guardians and must be captured using a service-issued device that is purchased for business purposes, used solely for education and care, and registered with the approved provider in the Device Register.
- Students and volunteers are not permitted to store or transfer any images, videos, or personal information about children on their personal devices, social media accounts, or external storage platforms.
- Personal devices may only be used by students and volunteers for essential communication with the service (e.g., in emergencies and with permission from the educator or coordinator).
- All digital information relating to children must be stored and managed in accordance with the National Model Code for Taking Images or Videos of Children, the Privacy and Confidentiality Policy, and the Safe Use of Digital Technologies and Online Environments Policy.
- Any breach of this requirement will be treated as a serious violation of service policy, may result in the immediate termination of the student or volunteer placement, and may be reported to the relevant authorities if child safety or privacy concerns are identified.

Termination of student's placement will occur if the student:

- harms or is at risk of harming a child in their care
- is under the influence of drugs or alcohol
- fails to notify the Family Day Care Service and /or FDC educator if they will not be attending on a particular day prior to commencement time
- does not adhere to starting times or break times.
- is observed using repeated inappropriate behaviour at the Family Day Care residence/venue
- does not comply with all policies and procedures addressed in the student package
- does not provide the photo with an introduction on commencement
- does not keep up to date with their work placement tasks

removes any child or children from the direct supervision of the FDC educator. Our *Student and Volunteer Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

RESOURCE

Student and Volunteer Handbook

Student and Volunteer Application form

Student and Volunteer Induction Checklist

SOURCE

Department of Education, Education and Skills (2009). *Belonging, being and becoming: The early years learning framework for Australia*.

Education and Care Services National Law Act 2010. (Amended 2018).

Education and Care Services National Regulations. (2011).

Fair Work Act 2009 (Cth).

Fair Work Commission: Anti-bullying jurisdiction.

Guide to the National Quality Framework. (2018). (Amended 2020).

Office of the Director of Equal Opportunity in Public Employment. (1996). [Dealing with employee work-related concerns and grievances: Policy and guidelines:](#)

Revised National Quality Standards. (2018).

Safe Work Australia. (2016). [Guide for preventing and responding to workplace bullying](#)

Work Health and Safety Act, 2011.

STUDENT AND VOLUNTEER ACKNOWLEDGMENTS CHECKLIST

NAME	
INSTITUTION/RTO	
PLACEMENT DATES	

ORIENTATION PACK	DISCUSSED Yes/No
FAMILY DAY CARE SERVICE	
Student/Volunteer Detail Form	
Working with Children Check Number – WWCC and expiry date recorded	
Introduced to Educator/Educator Assistants	
Shown where & how to sign in/out	
Explained breaks and shown a place to take breaks	
Shown the toilet and bathroom facilities	
Explained hand washing procedure – how and when	
Shown all store rooms and sheds	
Shown around the indoor and outdoor environment	
Shown the meeting point and location of all evacuation procedures	
Shown how to use kitchen appliances. e.g., microwave, oven, kettle etc	
Reinforced dress policy	
Communicated routines and shown where this is displayed in each room	
Gone through student handbook, underlining the Family Day Care Service philosophy and expectations	
Explained qualifications highlighting fundamental duties and responsibilities	
Clarified management structure within the FDC service	
Reinforced the FDC Service's privacy and confidentiality agreement	
Explained opening and closing procedures	
Shown where copies of the FDC Policies are situated for future access and referral	
Explained the role of the regulatory authority.	
Explained the Assessment and Rating process and National Quality Standards	
Smoking In the workplace	
FAMILY DAY CARE SERVICE POLICIES AND PROCEDURES	
Grievance	
Supervision	
Child Protection	
Respect for Children	
Sun Safe	
Behaviour Guidance	
Code of Conduct	
Sleep and Rest	
PROCEDURES	



Sleep Procedure	
Nappy Change Procedure	
Toddler Nappy Change Procedure	
Toileting Procedure	
Cleaning Procedure	
Sick Leave	
Supervision	

YOUR SUPERVISOR/EDUCATOR IS:			
☐ I have read and agree to abide by the Family Day Care Service policies and procedures outlined in the acknowledgement checklist.			
STUDENT'S NAME:			
STUDENT'S SIGNATURE:		DATE:	
SUPERVISOR NAME:			
SUPERVISOR'S SIGNATURE:		DATE:	

STUDENT EVALUATION

STUDENT'S NAME:		DATE:	
STUDENT'S SIGNATURE:			

FEEDBACK	Rating - circle (1 – Unacceptable - 10- Exceptional)									
Interactions with children	1	2	3	4	5	6	7	8	9	10
Participation with families	1	2	3	4	5	6	7	8	9	10
Programming	1	2	3	4	5	6	7	8	9	10
Children's experiences	1	2	3	4	5	6	7	8	9	10
Ensuring children's safety	1	2	3	4	5	6	7	8	9	10
Health and Hygiene	1	2	3	4	5	6	7	8	9	10
Collaboration	1	2	3	4	5	6	7	8	9	10
Showing initiative	1	2	3	4	5	6	7	8	9	10
Ability to ask questions	1	2	3	4	5	6	7	8	9	10
Personal Appearance	1	2	3	4	5	6	7	8	9	10
Ability to follow policies and procedures	1	2	3	4	5	6	7	8	9	10
STRENGTHS:										

AREAS FOR IMPROVEMENT:
